



# A guide to Roof Refurbishment

What you need to know...



The information contained in this booklet is designed to help you to understand Ashford Borough Council's Roof Refurbishment Scheme.



## Introduction

Ashford Borough Council Housing Services currently spends around £400,000 per annum renewing and refurbishing roofs, replacing fascia, soffit, gutters, cladding and hanging tiles to approximately 200 properties a year. Roofs are generally renewed/refurbished when they are 50 years old, although any work planned depends on the existing condition of the roof at the time of inspection.

Ashford Borough Council has achieved the Decent Homes Standard in 100 per cent of its properties, well ahead of the Government's 2010 deadline and is one of very few landlords nationally to have achieved this.

## What you can expect from these works;

### Full Re-Roofing

If the council decides that the whole roof needs replacing the works will include renewal of the roof tiles, battens and felt. The chimney stack will be overhauled or rebuilt as required and leadwork will be checked and replaced as necessary.

We will also look at making improvements to the party wall in your loft space. This is the dividing wall between you and your next door neighbour, and we will ensure that the level of fire resistance is adequate. We will also make sure that the ventilation of the roof space meets current regulations, and adequate measures are provided to prevent birds getting into the roof space.

If necessary, the rainwater goods will be renewed, or overhauled. If these are renewed this usually includes gutters, downpipes, fascias and soffit in low maintenance PVCu. Leaf guards may be fitted to the guttering depending on location.

As part of the council's policy to help you save water, we would like to supply and install a Water Butt in your garden. The Water Butt can only be installed if you have a downpipe in the back garden, and sufficient space for the Water Butt to be fitted.





## Roof Refurbishment

If the council decides that overall the roof is in reasonable condition and does not require full re-roofing, any necessary works required to give the roof an additional 20 years of useful life will be carried out. This may include such things as re-fixing loose or slipped tiles, re-bedding hip and ridge tiles and verge tiles, replacing lead flashings and repairing chimney stacks.



For both roofing schemes a full independent scaffold will be erected around your home. Whilst every care will be taken by the contractor to minimise any disturbance to plants in your garden, it may be necessary to cut back certain plants or foliage.

As part of these works, and to enable the scaffold to be erected, it may be necessary for the contractor to temporarily resite your TV Aerial, Satellite equipment/dish and BT cables.



If you live in a block of flats, the works undertaken will follow a similar pattern. Our contractor may have to gain access to top floor flats, if they need to access the roof space.

## What happens and when?

### Before the work starts

- The council surveyor will visit your home to identify the extent of the works required. He may need to gain access to the loft space to survey the condition of the roof battens, and roofing felt, etc., and access your back garden to view the roof from all sides.
- If feasible you will be offered the choice of having a Water Butt supplied and installed.
- Once we have appointed a contractor we will write to you giving you details and a contact number for the contractor.
- The contractor will call on you in due course to introduce themselves and will agree a start date with you, usually giving you at least seven days' notice.

### During the Works;

- These works are mainly external. The contractor will liaise with you directly to arrange access times if he does need to work in the roof space, or gain access to your back garden. Because work will be carried out to a number of properties at the same time there will be times when no work is carried out to your home.
- The council surveyor will visit site regularly to check the progress of the work, and to deal with any queries you may have. The surveyor's contact number will be provided to you.





### **After the works have finished;**

- When the works are complete, the contractor will ask you to sign a Satisfaction Note to confirm that you are happy with the works and that your home has been left in a satisfactory condition.
- Once all the work is complete the council's surveyor will carry out a final check of the work, and pass any defects to the contractor to rectify.
- A satisfaction survey will be sent to you by the council asking for feedback. The results of these surveys are very helpful as they help us to improve the service in the future.
- The contractor guarantees the work for 12 months from the date they are completed, so any defects that arise during this period will be passed to them to resolve. If you happen to experience any problems after this period, these should be reported as a normal repair to our Repairs Team on 0300 003 0711.
- At the end of the guarantee period, the council's surveyor may visit your home to carry out a final inspection. This will be to ensure that any defects reported to the contractor have been rectified and to identify any that may have developed over time.

Please appreciate that these works can sometimes be disruptive and your co-operation is essential.

## Frequently asked Questions

### **Do I have to have the work done?**

Yes. It is essential that we undertake external maintenance and improvements to your home. These works minimise future repairs through the use of low maintenance products. The council also has to meet the Government's 'Decent Homes' requirements.

### **How long will the work take to complete?**

The time to carry out roof refurbishment works will vary depending on the amount of work required but generally this should take no longer than 2 weeks. These timescales are subject to the size of the property and complexity of the work required. The scaffold may stay in place for a period of time after the works have been completed, so that the surveyor can check the works. The contractor may also wait until all works in a certain road or area are completed, and take down all scaffolding at the same time. Naturally these works are weather dependent and exceptionally inclement weather will delay progress.

### **Do I have to have a water butt installed?**

No, you do not have to have a water butt installed. The surveyor will ask you to confirm your choice prior to works commencing.

### **Will the Contractor have to use an Electricity or Water Supply?**

There maybe aspects to the work where the contractor has to use an electricity or water supply. It is the contractor's responsibility to provide this, but he may ask to use yours. There is no obligation do this, but your co-operation would be appreciated. The contractor will normally agree with you terms for paying for the supplies.

### **Will my rent go up when the works are completed?**

No, there is no additional charge to your rent for having this work carried out.



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